

User Manual

NX-N2

The color and the appearance may differ depending on the product, and the specifications are subject to change without prior notice to improve the performance.

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Before Using the Product

Copyright

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- An administration fee may be charged if either
 - ▢ (a) an engineer is called out at your request and there is no defect in the product (i.e. where you have failed to read this user manual).
 - ▢ (b) you bring the unit to a repair centre and there is no defect in the product (i.e. where you have failed to read this user manual).
- The amount of such administration charge will be advised to you before any work or home visit is carried out.





Before Using the Product

Icons used in this manual



The following images are for reference only. Real-life situations may differ from what is shown in the images.

Symbols for safety precautions

 Warning	A serious or fatal injury may result if instructions are not followed.
 Caution	Personal injury or damage to properties may result if instructions are not followed.
	Activities marked by this symbol are prohibited.
	Instructions marked by this symbol must be followed.

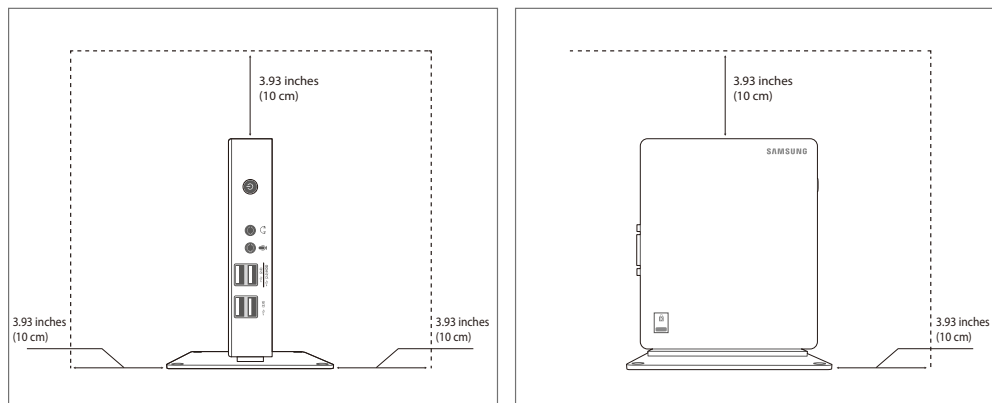
Before Using the Product

Securing the Installation Space

Ensure some space around the product for ventilation. An internal temperature rise may cause fire and damage the product. Be sure to allow the amount of space as shown below or greater when installing the product.



- The exterior may differ depending on the product.
- This product can be installed in portrait or landscape orientation.



Precautions for storage



- For information on how to clean the inside of the product, contact the service center (page 69) first. (A service fee will be charged.)

Before Using the Product

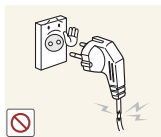
Safety Precautions



The following images are for reference only. Real-life situations may differ from what is shown in the images.

Electricity and Safety

Warning



Do not use a damaged power cable or plug, or a loose power socket.

- An electric shock or fire may result.



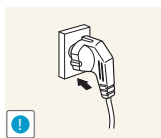
Do not plug many products into the same power socket.

- Otherwise, the socket may overheat and cause a fire.



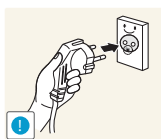
Do not touch the power cable with wet hands.

- Otherwise, an electric shock may result.



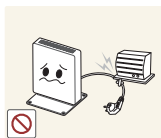
Insert the power cable all the way in so it is not loose.

- An unstable connection may cause a fire.



Ensure you connect the power cable to a grounded power socket.
(type 1 insulated devices only).

- An electric shock or injury may result.



Do not bend or pull the power cable with force. Do not weigh the power cable down with a heavy object.

- A damaged power cord may cause an electric shock or fire.



Do not place the power cable or product near heat sources.

- An electric shock or fire may result.



If the power cable pins or power outlet is covered with a foreign substance (dust, etc.), wipe it off using a dry cloth.

- Otherwise, a fire may result.

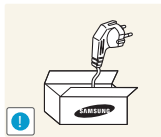
Before Using the Product

Caution



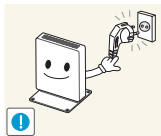
Do not unplug the power cable when the product is in use.

- The product may become damaged by an electric shock.



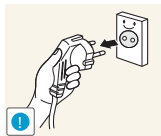
Do not use the power cable for products other than authorized products supplied by Samsung.

- An electric shock or fire may result.



Keep the power socket where the power cable is connected unobstructed.

- If any problem occurs in the product, unplug the power cable to completely cut the power to the product.
- You cannot cut the power off completely using only the power button on the product.



Hold the plug when disconnecting the power cable from the power socket.

- An electric shock or fire may result.

Installation and Safety

Warning



DO NOT PLACE CANDLES, INSECT REPELLANTS OR CIGARETTES ON TOP OF THE PRODUCT. DO NOT INSTALL THE PRODUCT NEAR HEAT SOURCES.

- Otherwise, a fire may result.



Avoid installing the product in a narrow space with bad ventilation, such as a bookshelf or wall closet.

- Otherwise, a fire may result due to an increased internal temperature.



Keep the plastic packaging bag for the product in a place that cannot be reached by children.

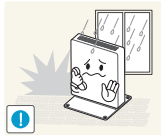
- Children may suffocate.

Before Using the Product



Do not install the product on an unstable or vibrating surface (insecure shelf, sloped surface, etc.).

- The product may fall and break or cause a personal injury.
- Using the product in an area with excess vibration may damage the product or cause a fire.



Do not install the product in a vehicle or a place exposed to dust, moisture (water drips, etc.), oil, or smoke.

- An electric shock or fire may result.



Do not expose the product to direct sunlight, heat, or a hot object such as a stove.

- Otherwise, the product lifespan may be reduced, or a fire may result.



Do not install the product within the reach of young children.

- The product may fall and injure children.



Edible oil, such as soybean oil, can damage or deform the product. Do not install the product in a kitchen or near a kitchen counter.



Caution



Take care not to drop the product when moving it.

- Otherwise, product failure or personal injury may result.



Put down the product carefully.

- The product may fall and break or cause a personal injury.

Before Using the Product



Installing the product in an unusual place (a place exposed to a lot of fine dust, chemical substances, extreme temperatures or a significant presence of moisture, or a place where the product will operate continuously for an extended period of time) may seriously affect its performance.

- Be sure to consult Samsung Customer Service Center (page 69) before installation if you want to install the product at such a place.



Do not leave or install the product on the floor.

- Abrupt force such as kicking or extra weight such as stepping on the product may cause a product failure or personal injury.

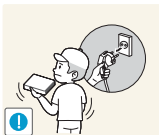
Operation and Safety

Warning



High voltage runs through the product. Do not attempt to disassemble, repair, or modify the product on your own.

- An electric shock or fire may result.
- Contact Samsung Customer Service Center (page 69) for repair.



Before moving the product, turn off the power and disconnect the power cable and all other connected cables.

- Otherwise, the power cord may be damaged and a fire or electric shock may result.



If the product generates a strange noise, a burning smell, or smoke, remove the power cable immediately and contact Samsung Customer Service Center (page 69).

- An electric shock or fire may result.



Ensure children do not sit on the product or kick the product.

- The product may fall, and your child may become injured or seriously harmed.



If the product falls or the exterior is damaged, power off the product, remove the power cable, and contact Samsung Customer Service Center (page 69).

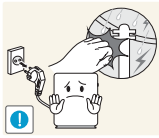
- Otherwise, an electric shock or fire may result.



Do not sit on the product.

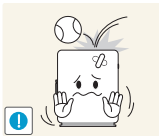
- The product housing or connectors may get damaged or personal injury may result.

Before Using the Product



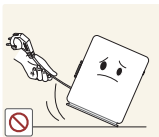
During a lightning or thunderstorm, power off the product and remove the power cable.

- An electric shock or fire may result.



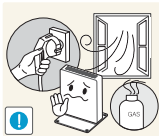
Do not drop objects on the product or apply impact.

- An electric shock or fire may result.



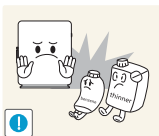
Do not move the product holding only by the power cable or a signal cable.

- Otherwise, the cable may be damaged and product failure, an electric shock or fire may result.



If a gas leakage is found, do not touch the product or power cable. Also, ventilate the area immediately.

- Sparks can cause an explosion or fire.



Do not use or keep combustible spray or an inflammable substance near the product.

- An explosion or fire may result.



Do not insert metallic objects such as a chopstick, coin or hair pin into the vent or ports of the product. Do not insert inflammable objects such as paper or a match into the vent or ports of the product.

- If water or any foreign substance enters the product, be sure to power off the product, remove the power cable, and contact Samsung Customer Service Center (page 69).
- Product failure, an electric shock or fire may result.

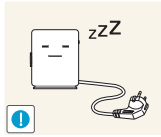


Do not place objects containing liquid (vases, pots, bottles, etc) or metallic objects on top of the product.

- If water or any foreign substance enters the product, be sure to power off the product, remove the power cable, and contact Samsung Customer Service Center (page 69).
- Product failure, an electric shock or fire may result.

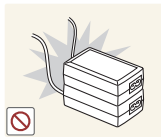
Before Using the Product

Caution



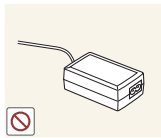
Disconnect the power cable from the power socket if you do not plan on using the product for an extended period of time (vacation, etc.).

- Otherwise, a fire may result from accumulated dust, overheating, an electric shock, or electric leakage.



Do not put DC power adapters together.

- Otherwise, a fire may result.



Remove the plastic bag from the DC power adapter before you use it.

- Otherwise, a fire may result.



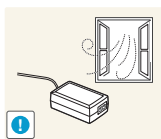
Do not let water enter the DC power adapter or get the adapter wet.

- An electric shock or fire may result.
- Avoid using the product outdoors where it can be exposed to rain or snow.
- Be careful not to get the DC power adapter wet when you wash the floor.



Do not put the DC power adapter near to any heating apparatus.

- Otherwise, a fire may result.

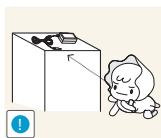


Keep the DC power adapter in a well-ventilated area.



Do not use humidifiers or stoves around the product.

- An electric shock or fire may result.



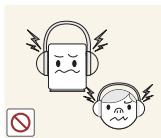
Store the small accessories used with the product out of reach of children.

Before Using the Product



Do not place heavy objects on the product.

- Product failure or personal injury may result.



Do not increase the volume too high when using headphones (earphones).

- Sound particularly at a higher volume could potentially affect long-term hearing.

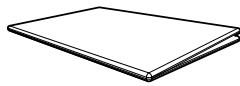
1.1 Checking the Components

1.1.1 Checking the Components



- Contact the dealer from whom you purchased the product if any item is missing.
- The appearance of the components and items sold separately may differ from the image shown.

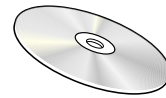
Components



Quick setup guide



Warranty card
(Not available in some locations)



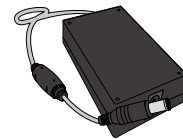
User Manual



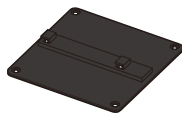
Product



Power cable



DC power adapter



Cradle



SCREW (M4 X L8)

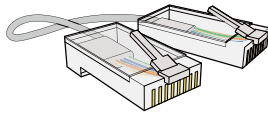


Components may vary depending on the country.

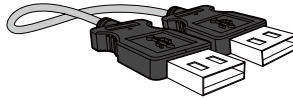
Items sold separately



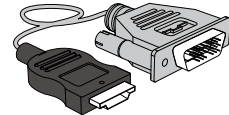
The following items can be purchased at your nearest retailer.



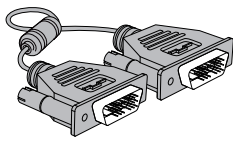
LAN cable



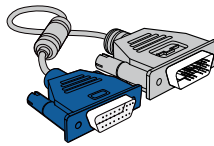
USB cable



HDMI-DVI cable



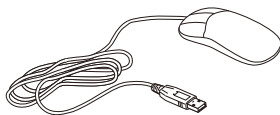
DVI cable



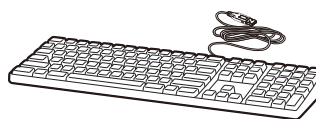
DVI-RGB cable



DP cable



Mouse (USB)



Keyboard



MIC



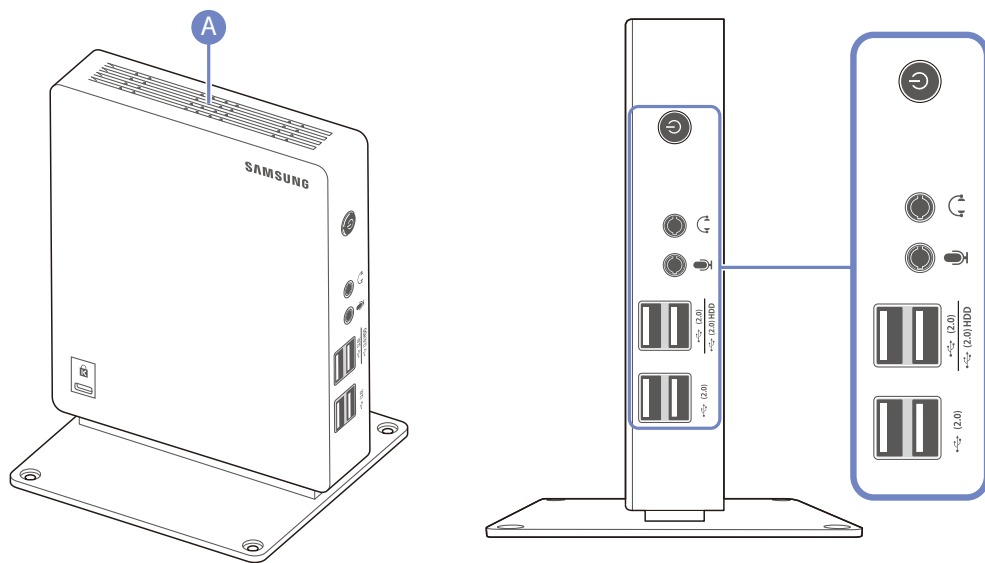
Headphone

1.2 Parts



1.2.1 Front view



The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



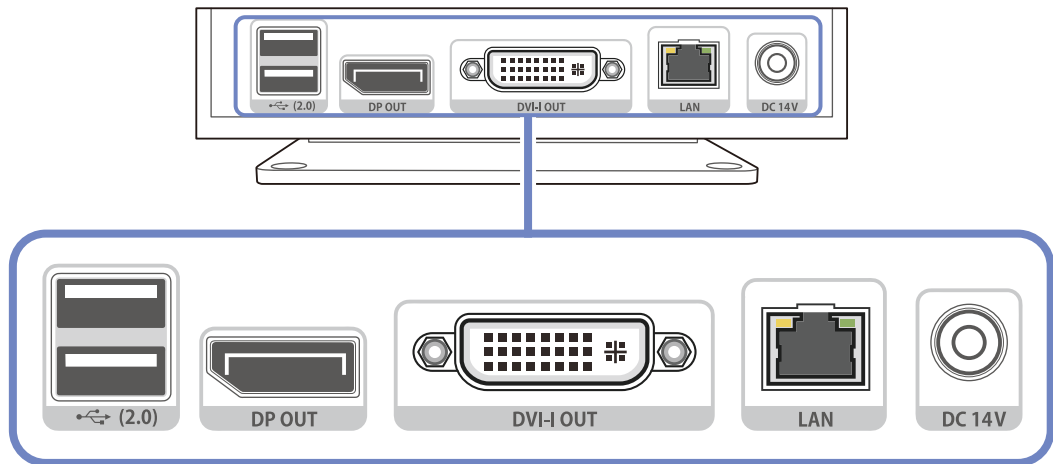
Ports	Description
	Power on or off the product. Please press the button for two seconds.
	Connect to an audio output device such as headphones.
	Connect to a microphone.
	Connect to a USB device. <ul style="list-style-type: none"> It is recommended to connect a keyboard and mouse to the [(2.0)] ports. Make sure an external hard drive is connected to the dedicated [(2.0) HDD] port. <p>It is recommended to use an externally powered portable hard drive that has a power adapter.</p>

Ports	Description
 • (2.0)	Connect to a USB device.
	Speaker

1.2.2 Reverse Side



The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



Ports	Description
 USB (2.0)	Connect to a USB device.
 DP OUT	Connect to the monitor using the DP cable. Sound output through the [DP OUT] port is not supported.
 DVI-I OUT	Connect to the monitor using the DVI cable. The port supports both digital and analog output. To use an analog output, connect a device to the port using a DVI-RGB cable (sold separately).
 LAN	Connect to a network using the LAN cable.
 DC 14V	Connect to the DC power adapter.

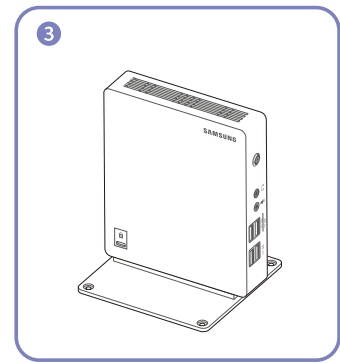
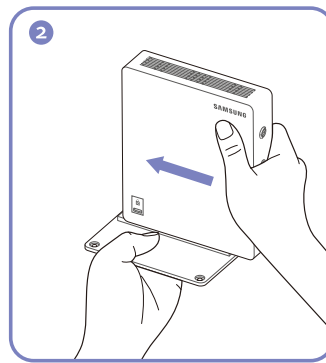
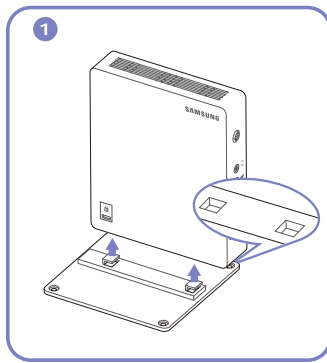
1.3 Installation

1.3.1 Attaching the cradle

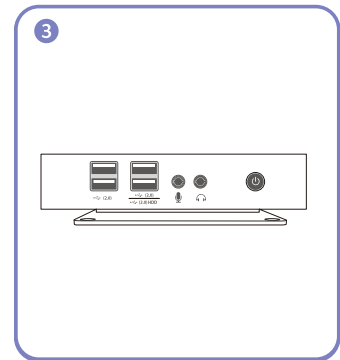
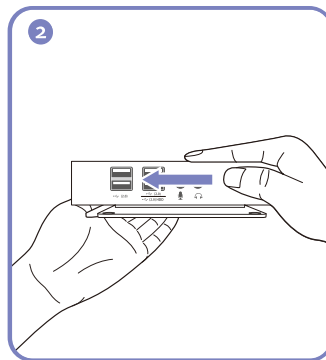
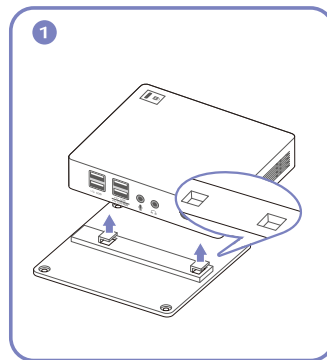


- The color and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.
- This product can be installed in portrait or landscape orientation.

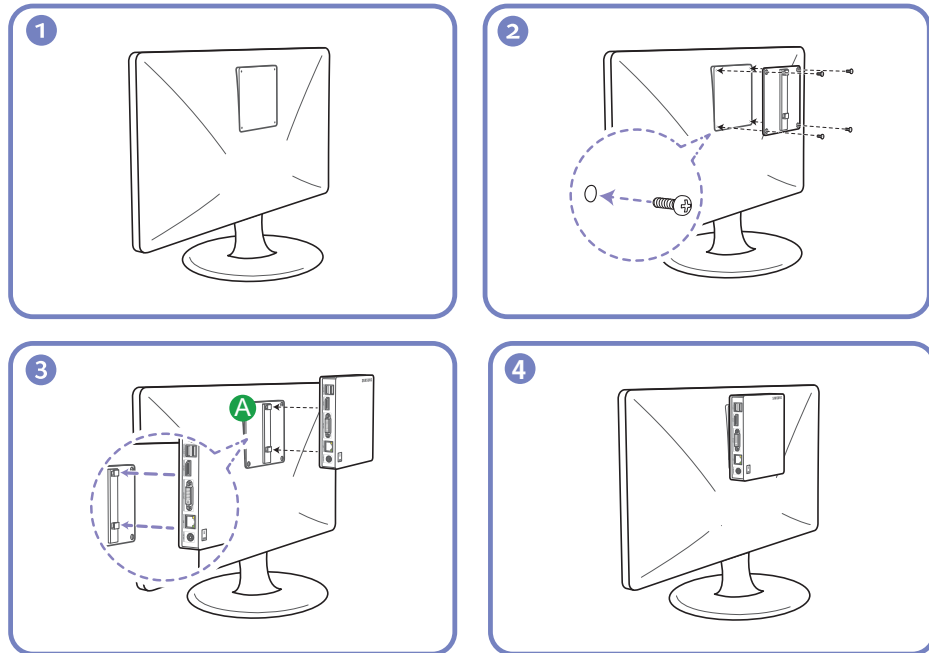
Vertical Type



Horizontal Type



1.3.2 Attaching Products



Notes

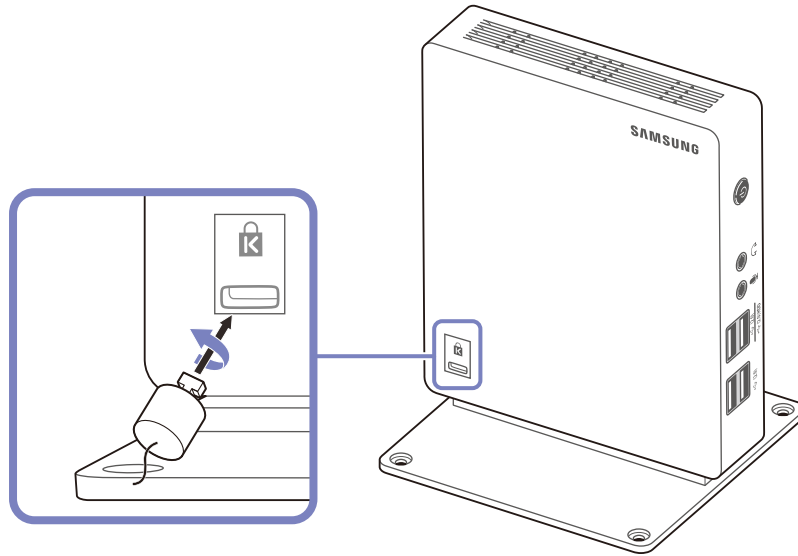
- When attaching the product to a monitor, make sure there is at least a 10 cm gap around the product and monitor assembly.
- When attaching the product to a monitor, it is recommended to attach the product to the cradle horizontally. Do not attach it vertically.
- The dimensions of the product are 100 x 100 mm according to VESA standards. Make sure to use screws that are VESA compliant.

Using screws not compatible with the VESA standards may damage the product or cause the attachment to fall off. Samsung is not responsible for damages associated with not using VESA compliant parts.

- Do not use screws that do not comply with the VESA standards.
- To attach the product to the monitor, align and firmly fasten the cradle (A) to the slots on the monitor.

1.3.3 Anti-theft Lock

An anti-theft lock allows you to use the product securely even in public places. The locking device shape and locking method depend on the manufacturer. Refer to the user guide provided with your anti-theft locking device for details. The lock device is sold separately.



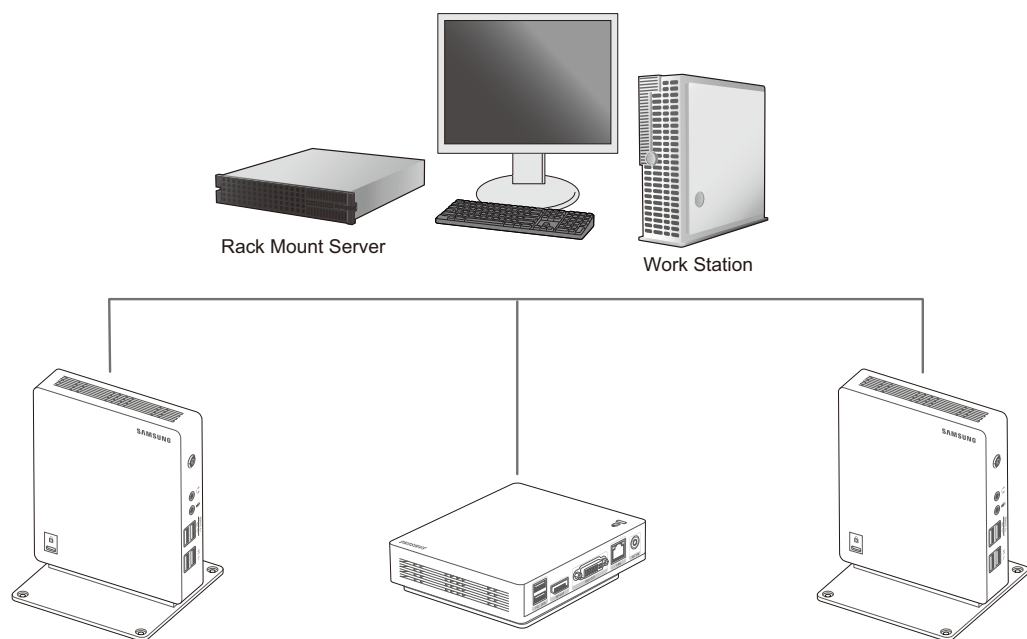
To lock an anti-theft locking device:

- 1 Fix the cable of your anti-theft locking device to a heavy object such as a desk.
- 2 Put one end of the cable through the loop on the other end.
- 3 Insert the Kensington Lock into the security slot on the side of the product.
- 4 Lock the locking device.



- An anti-theft locking device can be purchased separately.
- Refer to the user guide provided with your anti-theft locking device for details.
- Anti-theft locking devices can be purchased at electronics retailers or online.

2.1 What is a "PC over IP"?



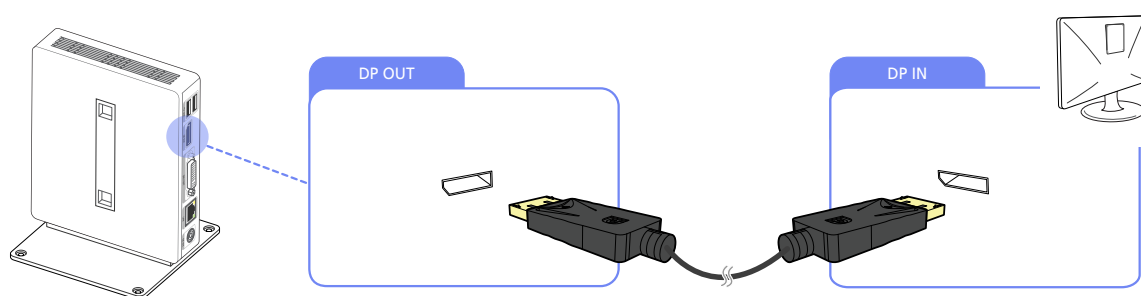
- The product receives images from the encoded file on the server PC via LAN and then decodes and displays the images on the connected display devices. If only one display device is connected to the DP port on the product, the product can support the single display at a maximum resolution of 2560 x 1600. If two display devices are simultaneously connected to the DP and DVI-I OUT ports, the product can support both displays at a maximum resolution of 1920 x 1200.
- The product connects to a server PC. This ensures improved security and allows you to access the Internet, create documents and edit images using the server PC. USB ports are provided allowing you to connect and use external input devices.

2.2 Connection to Use "PCoIP"

Do not connect the power cable before connecting all other cables.

Ensure you connect a source device first before connecting the power cable.

2.2.1 Connection Using the DP Cable

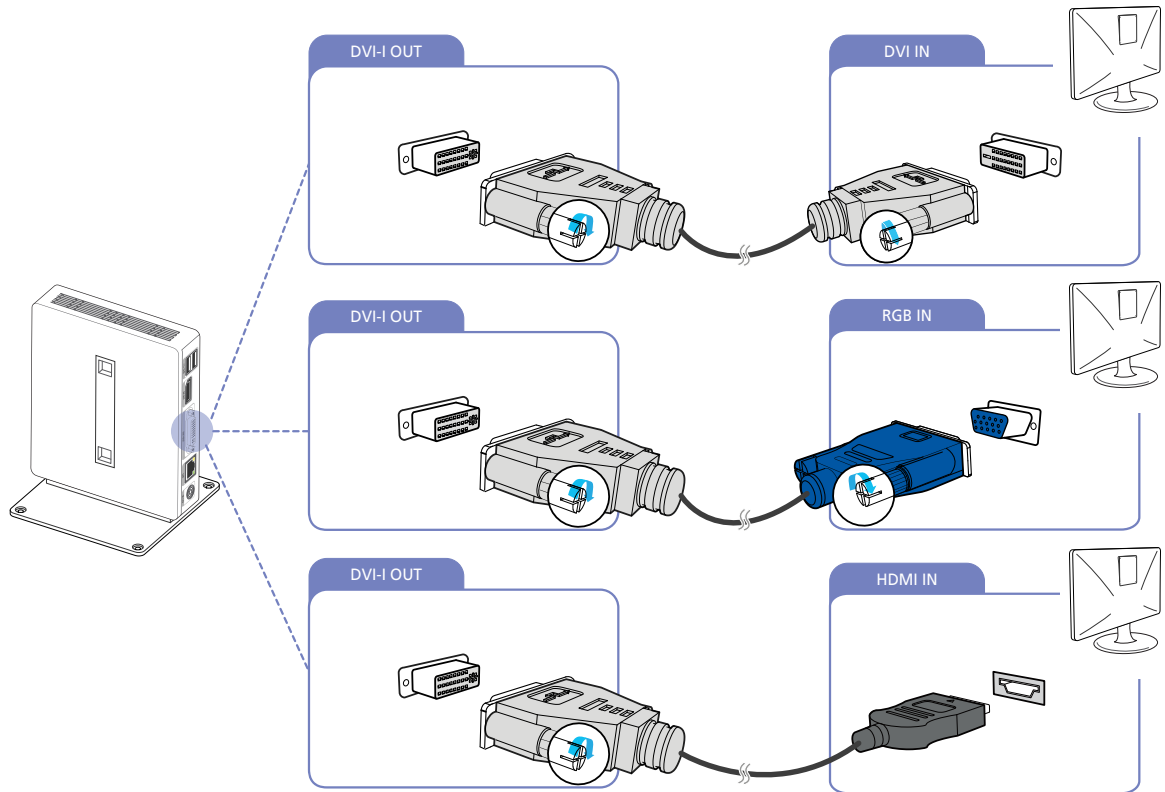


- 1 Connect the DP cable to the [DP OUT] port on the back of the product and the [DP IN] port on the PC.



Sound output through the [DP OUT] port is not supported.

2.2.2 Connecting to a Secondary Monitor

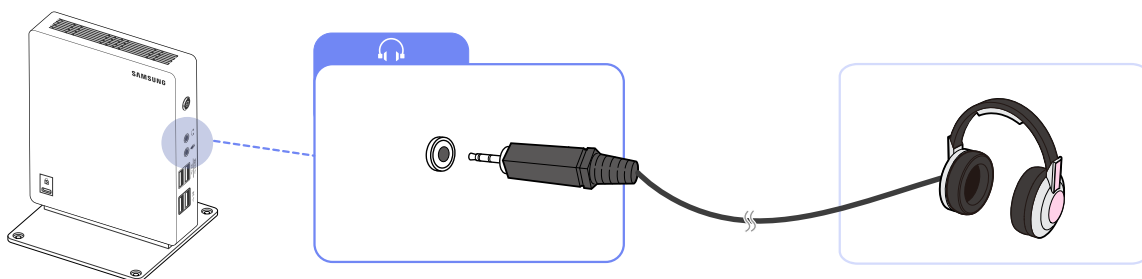


- 1 Connect the DVI, DVI-RGB or DVI-HDMI cable (sold separately) to the [DVI-I OUT] port on the back of the product and the [DVI IN], [RGB IN] or [HDMI IN] port on the PC.



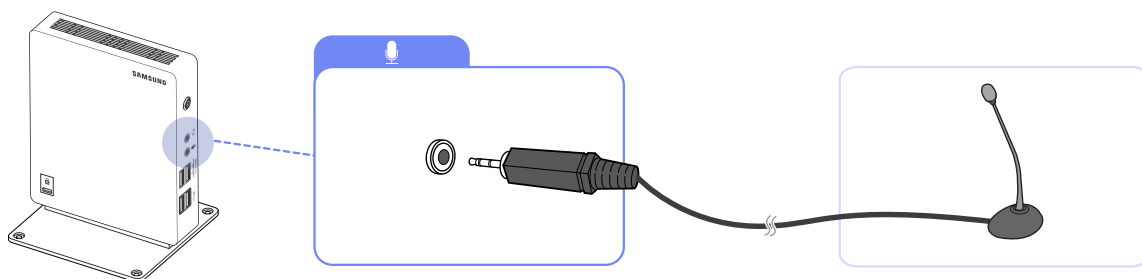
- The [DVI-I OUT] port is for a secondary monitor.
- Connect the [DVI-I OUT] port to a secondary monitor when dual display mode is required.
- Use a DVI-RGB cable (sold separately) if you want to display analog output.
Use a DVI or DVI-HDMI cable (sold separately) if you want to display digital output.

2.2.3 Connecting to Headphones



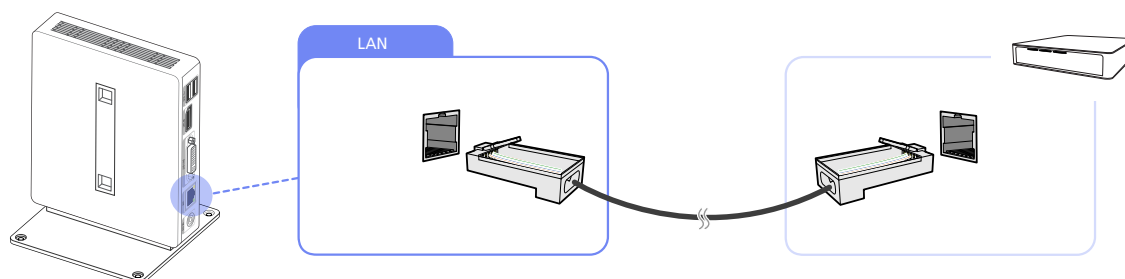
- 1 Connect the headphones to [🎧] on the front of the product.

2.2.4 Connecting a Microphone



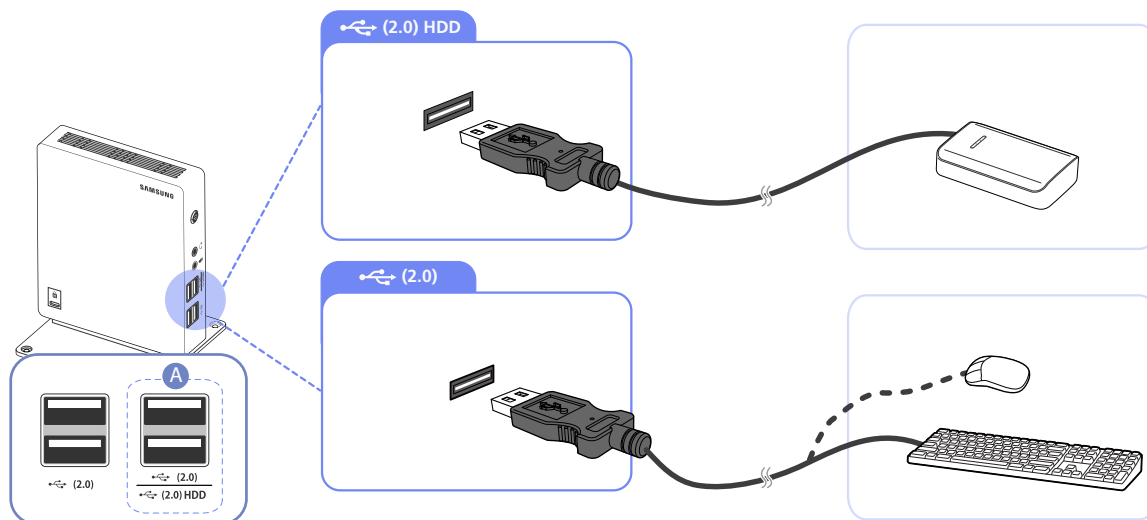
- 1 Connect the microphone to [🎤] on the front of the product.

2.2.5 LAN Connection



- 1 Connect the LAN cable to the [LAN] port at the back of the product.

2.2.6 Connecting USB Devices



1 Connect USB devices to the ports on the front or back of the product.

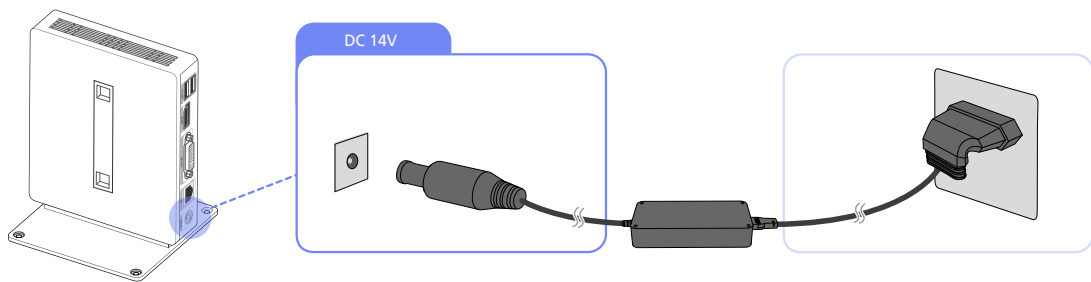


- Keyboard and mouse devices are required to connect to [(2.0)].
- When connecting an external hard drive, use the [(2.0) HDD] port. We recommend that you use an external hard drive with its own power adapter.
- Make sure a device that requires over 0.5 A such as an external hard drive is connected to the dedicated [(2.0) HDD] port.

A	Ports	Maximum output current for [(2.0) HDD]
(2.0) (2.0) HDD	When using [(2.0)] + [(2.0) HDD] at the same time	1.0 A
	When using [(2.0) HDD] only	1.5 A

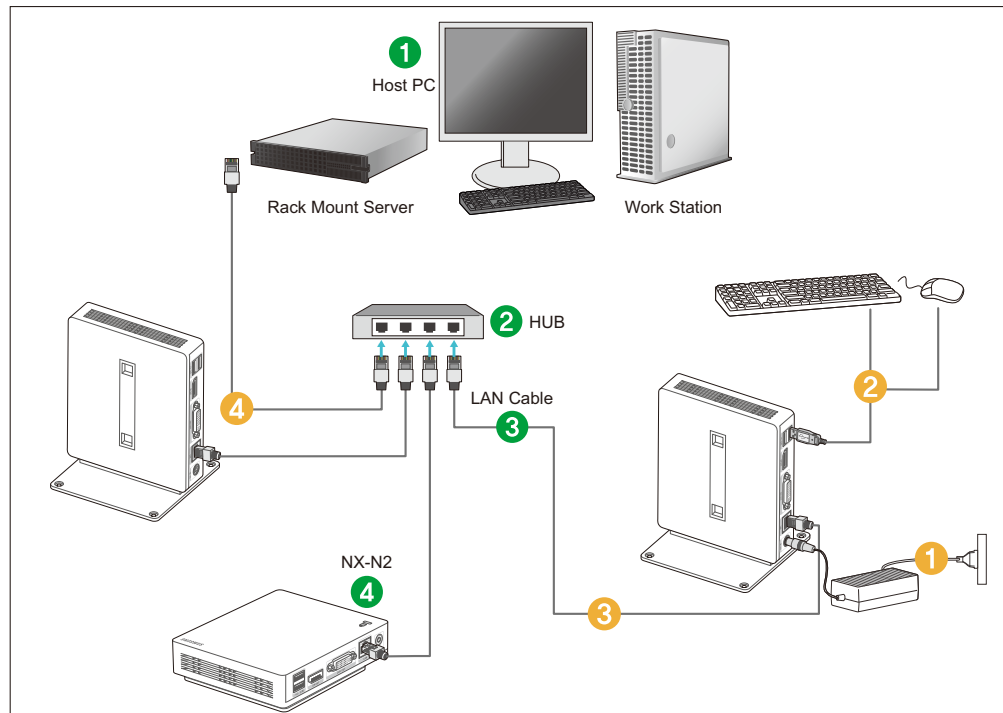
2.2.7 Connecting the Power

- Connect the power cable to the DC power adapter.
Then, connect the DC power adapter to the [DC 14V] port on the back of the product.
Next, connect the power cable to the power outlet.



The input voltage is switched automatically.

2.3 Connect to the host PC using a LAN cable



- ① Host PC ② HUB ③ LAN Cable ④ NX-N2

- ① Connect the power cord to the power terminal at the back of the product.
- ② Connect the mouse and the keyboard to the USB ports.
- ③ Connect the LAN port on the back of the product and the HUB.
- ④ Connect the HUB and the LAN port of the host PC.



The host PC must have an IP address.

After connecting the LAN and setting the IP address, you can view the host PC screen on the monitor.

Use the USB port to connect an external storage device (DSC, MP3, external storage, etc.).

Connecting one Host PC to many client device is possible only when virtualization solution like vmware is installed in Host PC.

2.4 "PCoIP"

2.4.1 On Screen Display (OSD)

The On Screen Display (OSD) local GUI is displayed to the user when the device is powered on and a PCoIP session is not in progress. The OSD lets the user connect to a host device through the **Connect** window.

The **Connect** window allows access to the **Options** page which provides some of the functions provided by the Administrative Web Interface.

To access the **Options** page, click the **Options** menu on the **Connect** window.

2.4.2 Connect Screen

The **Connect** window will appear during startup except when the client is configured for a managed startup or auto-reconnect.

You can change the logo that appears above the **Connect** button by uploading a replacement image through the Administrative Web Interface **Upload** menu.

Connect Button

Click the **Connect** button to start a PCoIP session. When the PCoIP connection is pending, the OSD local GUI displays a "Connection Pending" message. When the connection is established, the OSD local GUI will disappear and the session image will appear.

Figure 2-1: OSD Connect Screen (Connecting)



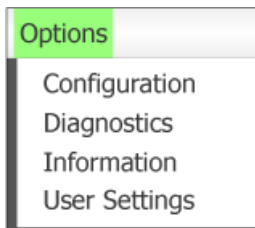
2.4.3 OSD Options Menu

Selecting the **Options** menu will display a list of selections. The OSD **Options** menu contains:

- **Configuration**
This option lets you configure various settings for the device such as network settings, session type, language, and other settings.
- **Diagnostics**
This option helps you troubleshoot the device.
- **Information**
This option lets you view certain details about the device.
- **User Settings**
This option lets the user define certificate checking mode, **Mouse**, **Keyboard**, **Display Topology**, as well as the PCoIP protocol image quality.

Selecting an option will display a settings window.

Figure 2-2: OSD **Options** Menu



2.4.4 Configuration Window

The **Configuration** option on the Administrative Web Interface and OSD lets you configure various settings for the device.

The tabs in the **Configuration** window are:

- **Network**
- **Label**
- **Language**
- **Access**
- **IPv6**
- **Discovery**
- **Power**
- **Audio**
- **SCEP**
- **Session**
- **Display**
- **Reset**

Each tab has the following buttons: **OK**, **Cancel**, and **Apply**.

These buttons allow the administrator to accept or cancel the changes made.



- The **OSD** configuration options are a subset of the options available in the Administrative Web Interface.
- Visit the **Teradici Support Site**: <http://techsupport.teradici.com> for further details on the **SCEP**, **Label**, **Access** and tabs.
- For optimal performance, install the Teradici Audio Driver on your VM and select it as the default playback device.
- For further details, visit the **Teradici Support Site** at <http://techsupport.teradici.com> and log in. Go to **Download Center** → **Teradici Virtual Audio Driver**.

Network Tab

You can configure the host and client network settings from the **Initial Setup** page or **Network** page. After you update the parameters on this page, click **Apply** to save your changes.



The Network parameters can also be configured using the Administrative Web Interface.

Figure 2-3: **Network** Configuration

- **Enable DHCP**

When **Enable DHCP** is enabled, the device will contact a DHCP server to be assigned an IP address, subnet mask, gateway IP address and DNS servers. When disabled, the device requires these parameters to be set manually.

- **IP Address**

The IP address of the device. If DHCP is disabled, you must set this field to a valid IP address. If DHCP is enabled, you cannot edit this field.

- **Subnet Mask**

The subnet mask of the device. If DHCP is disabled, you must set this field to a valid subnet mask. If DHCP is enabled, you cannot edit this field.



It is possible to configure an illegal IP address/subnet mask combination (e.g., invalid mask) making the device unreachable. Ensure you set the subnet mask properly.

- **Gateway**

The gateway IP address of the device. If DHCP is disabled, this field is required. If DHCP is enabled, you cannot edit this field.

- **Primary DNS Server**

The primary DNS IP address of the device. This field is optional. If the DNS server IP address is configured using the Connection Manager, the address may be set as an FQDN instead of an IP address.

- **Secondary DNS Server**

The secondary DNS IP address of the device. This field is optional.

If the DNS server IP address is configured using the Connection Manager, the address may be set as an FQDN instead of an IP address.

- **Domain Name**

The domain name used (e.g., 'domain.local'). This field is optional.

This field specifies the host or domain of the client.

- **FQDN**

The Fully Qualified Domain Name for the host or client. The default value is pcoip-host-<MAC> or pcoipportal-<MAC> where <MAC> is the MAC address of the host or client.

The domain name is appended if used (e.g., pcoip-host-<MAC>.domain.local).

This field is read-only on this page.

- **Ethernet Mode**

Lets you configure the Ethernet mode of the host or client as:

- **Auto**
- **100 Mbps Full-Duplex**
- **10 Mbps Full-Duplex**

When you choose **10 Mbps Full-Duplex** or **100 Mbps Full-Duplex** and then click **Apply**, a warning message will appear.

"Warning: When Auto-Negotiation is disabled on the PCoIP device, it must also be disabled on the switch. Additionally, the PCoIP device and switch must be configured to use the same speed and duplex parameters. Different parameters may result in a loss of network connectivity.

Are you sure you want to continue?" Click **OK** to change the parameter.



You should always set the **Ethernet Mode** to **Auto** and only use **10 Mbps Full-Duplex** or **100 Mbps Full-duplex** when the other network equipment (i.e., switch) is also configured to operate at **10 Mbps Full-Duplex** or **100 Mbps Full-duplex**. An improperly configured Ethernet Mode may result in the network operating at half-duplex which is not supported by the PCoIP protocol. The session will be severely degraded and eventually dropped.

- **Enable 802.1X Security:** If the connected network supports 802.1x, **Enable 802.1X Security** should be enabled and security-authenticated devices can only be used.
If **Enable 802.1X Security** is enabled, configure the **Authentication**, **Identity** and **Client Certificate** settings.
TLS (Transport Layer Security) is only supported as an authentication protocol at present.
- **Identity:** Enter the product ID that will be used on the network.
- **Client Certificate:** Select a certificate uploaded from the **Certificate Upload** page.

IPv6 Tab

The **IPv6** page lets you enable IPv6 for PCoIP devices connected to your IPv6 network.



When you make a change to one of the settings on this page, you must reboot your device for the change to take effect.

Figure 2-4: **IPv6** Configuration

- **Enable IPv6**
Enable this field to enable IPv6 for your PCoIP devices.
- **Link Local Address**
This field is automatically populated.
- **Gateway**
Enter the gateway address.
- **Enable DHCPv6**
Enable this field to set up Dynamic Host Configuration Protocol version 6 (DHCPv6) for your device.
- **Primary DNS**
The primary DNS IP address of the device. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
- **Secondary DNS**
The secondary DNS IP address of the device. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.
- **Domain Name**
The domain name used (e.g., 'domain.local') for the host or client. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.

- **FQDN**

The fully qualified domain name for the host or client. If DHCPv6 is enabled, this field is automatically populated by the DHCPv6 server.

- **Enable SLAAC**

Enable this field to set up stateless address auto-configuration (SLAAC) for your devices.

- **Enable Manual Address**

Enable this field to set up a manual (static) address for the device.

- **Manual Address**

Enter the IP address for the device.

Label Tab

The **Label** page is available from the host or client. The **Label** page lets you add information for the device.



The Portal Label parameters can also be configured using the Administrative Web Interface.

Figure 2-5: **Label** Configuration

Configuration

Network IPv6 SCEP **Label** Discovery Session Language Power Display Access Audio Reset

Configure the device identification

PCoIP Device Name:

Note: When DHCP is enabled the PCoIP Device Name is sent to the DHCP server as the requested hostname.

PCoIP Device Description:

Generic Tag:

Unlock OK Cancel Apply

- **PCoIP Device Name**

If the **PCoIP Device Name** allows the administrator to give the Host or Portal a logical name. The default value is pcoip-host-MAC or pcoip-portal-MAC where MAC is the MAC address of the Host or Portal.

- **PCoIP Device Description**

A description and additional information such as the location of the endpoint for the device. The firmware does not use this field. It is provided for administrator use only.

- **Generic Tag**

Generic tag information about the device. The firmware does not use this field. It is provided for administrator use only.

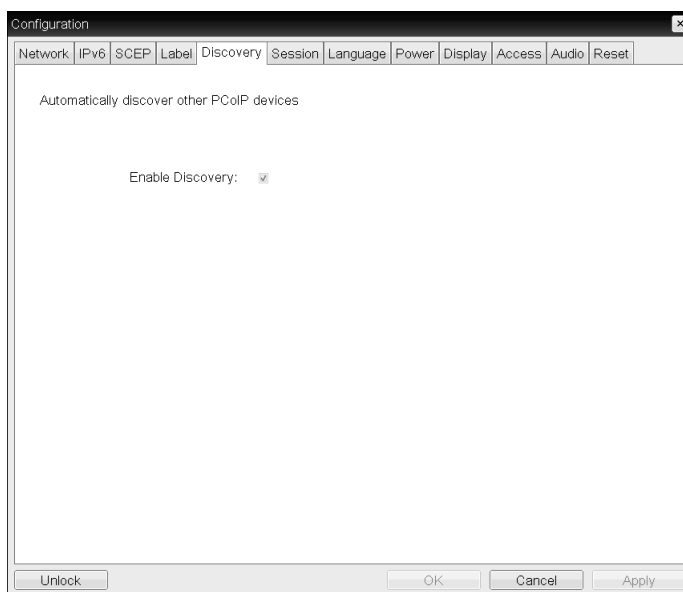
Discovery Tab

Use the settings on the **Discovery** page to erase the discovery of hosts and clients in your PCoIP system and dramatically reduce the configuration and maintenance effort for complex systems. This discovery mechanism is independent of DNS SRV discovery.



For SLP discovery to work, routers must be configured to forward multicast traffic between subnets. DNS-SRV Discovery is the recommended discovery mechanism because most deployments do not allow this.

Figure 2-6: **Discovery** Configuration



- **Enable Discovery**

If the **Enable Discovery** option is enabled, the device will dynamically discover peer devices using SLP Discovery without requiring prior information on their locations in the network. This can dramatically reduce configuration and maintenance effort for complex systems.



SLP discovery requires routers configured to allow multicast. DNS-SRV Discovery is the recommended method.

Session Tab

The **Session** page lets you configure how the host or client device connects to or accepts connections from peer devices.



The Session parameters can also be configured using the Administrative Web Interface.

Figure 2-7: **Session** Configuration

- **Connection Type**

Select **Direct to Host** from the Session page to display the following setting items:

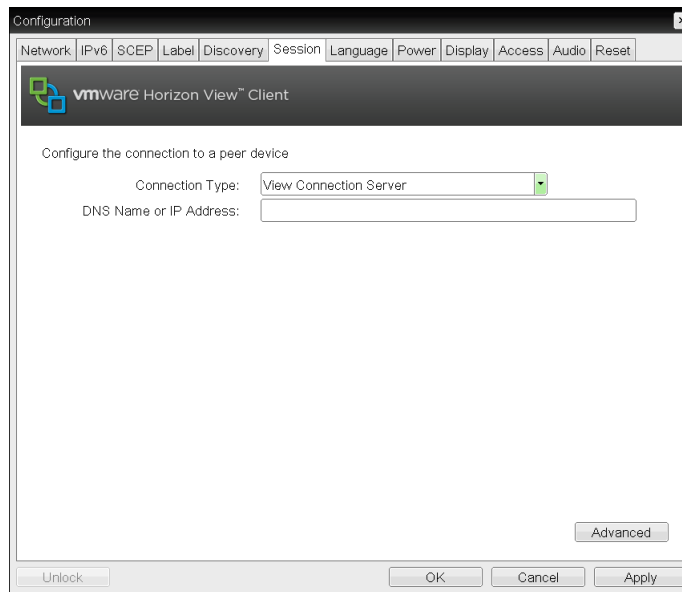
- ▣ **Direct to Host:** Connect to a PC or Work Station that has a **Host Card** installed.
- ▣ **DNS Name or IP Address:** Enter the **DNS Name or IP Address** of the server to connect to.

Figure 2-8: **Connection Type** Configuration

When you select a **View Connection Server** type from the Session page, specific configuration options will appear.

- **View Connection Server:** Connect to the **VMware VDI (Virtual Desktop Infrastructure)** server. VMware VDI is a virtual desktop solution.
- **DNS Name or IP Address:** Enter the **VMware View Connection Server's DNS Name or IP Address**.

Figure 2-9: **Connection Type** Configuration



- **Advanced**

Visit the **Teradici Support Site**: <http://techsupport.teradici.com> for further details.

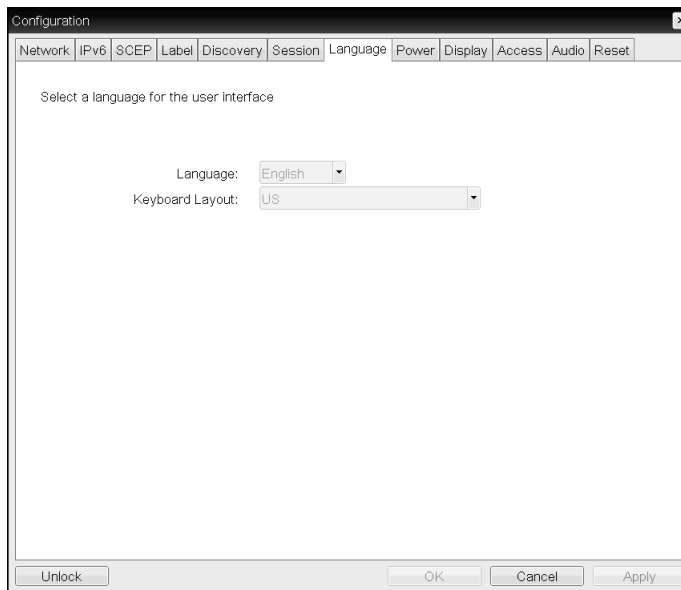
Language Tab

The **Language** page lets you change the user interface language.



- This setting affects the local OSD GUI. It is only available on the client.
- The Language parameters can also be configured using the Administrative Web Interface.

Figure 2-10: **Language** Configuration



- **Language**

Configure the OSD language. This setting determines the language for OSD only. It does not affect the language setting for the actual user session.



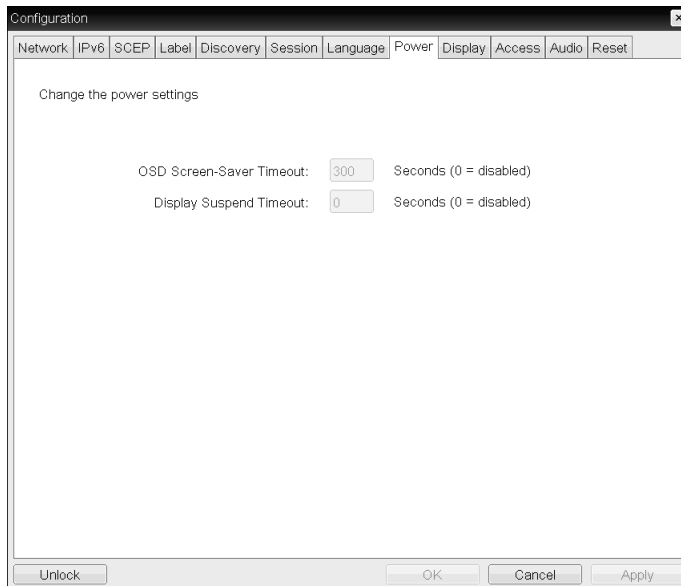
Supported languages: English, French, German, Greek, Spanish, Italian, Portuguese, Korean, Japanese, Traditional Chinese, Simplified Chinese

- **Keyboard Layout**

Change the layout of the keyboard. When the user starts a session, this setting is controlled through the virtual machine. If the Windows Group Policy Object (GPO) is set to allow the keyboard layout setting, the setting is applied during the session of the user. If the Windows GPO is not set to allow the setting, the setting is not applied.

Power Tab

Figure 2-11: **Power** Configuration



- **OSD Screen-Saver Timeout** (when not connected to a session): Connected monitors will go into standby mode if left idle for a specified period of time (in seconds).
Enter "0" if you do not want to use the standby mode function.
- **Display Suspend Timeout** (when connected to a session): Connected monitors will go into standby mode if left idle for a specified period of time (in seconds).
Enter "0" if you do not want to use the standby mode function.

Display Tab

The **Display** page lets you enable the **Extended Display Identification Data(EDID)** override mode.



This function is only available through the OSD.

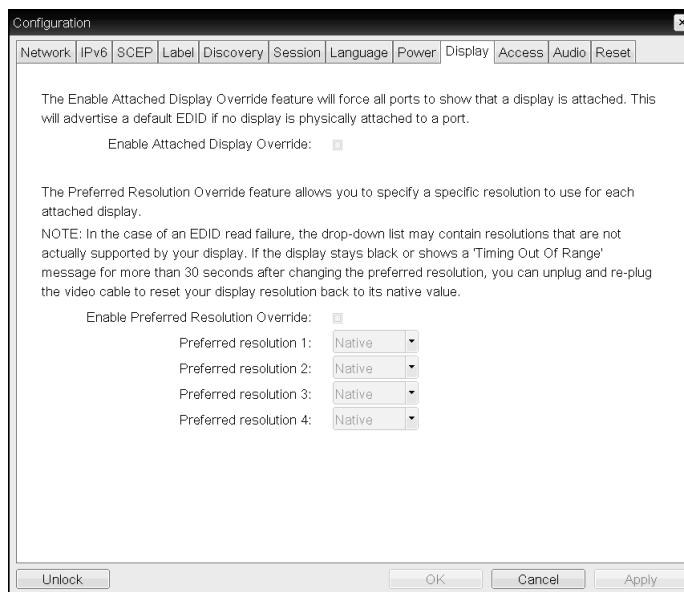
Under normal operation, the **GPU** in the host computer queries a monitor attached to the zero client to determine the monitor's capabilities. In some situations, a monitor may be connected to a client in a way that prevents the client from reading the **EDID** information, such as when connecting through certain **KVM** devices.

The options in this page configure the client to advertise default **EDID** information to the **GPU**.



Enabling display override forces the default monitor display information to be used which may not be compatible with the connected monitor resulting in a blank monitor. Only enable display override when there is no valid **EDID** information and monitor display characteristics are known.

Figure 2-12: **Display** Configuration



- **Enable Attached Display Override**

This option is intended for legacy systems. It configures the client to send default **EDID** information to the host when a monitor cannot be detected or is not attached to the client. In versions of Windows prior to Windows 7, once the host had no **EDID** information, it would assume no monitors were attached and would never recheck. This option ensures that the host always has **EDID** information when the client is in session.

The following default resolutions are advertised when this option is enabled:

- 2560x1600 @60 Hz
- 2048x1152 @60 Hz
- 1920x1440 @60 Hz
- 1920x1200 @60 Hz

- 1920x1080 @60 Hz
- 1856x1392 @60 Hz
- 1792x1344 @60 Hz
- 1680x1050 @60 Hz
- 1600x1200 @60 Hz
- 1600x900 @60 Hz
- 1440x900 @60 Hz
- 1400x1050 @60 Hz
- 1366x768 @60 Hz
- 1360x768 @60 Hz
- 1280x1024 @60 Hz
- 1280x960 @60 Hz
- 1280x800 @60 Hz
- 1280x768 @60 Hz
- 1280x720 @60 Hz
- 1024x768 @60 Hz
- 848x480 @60 Hz
- 800x600 @60 Hz
- 640x480 @60 Hz



If **Enable Attached Display Override** is activated, all displays connected to the client are set to the default resolution of 1024 x 768.

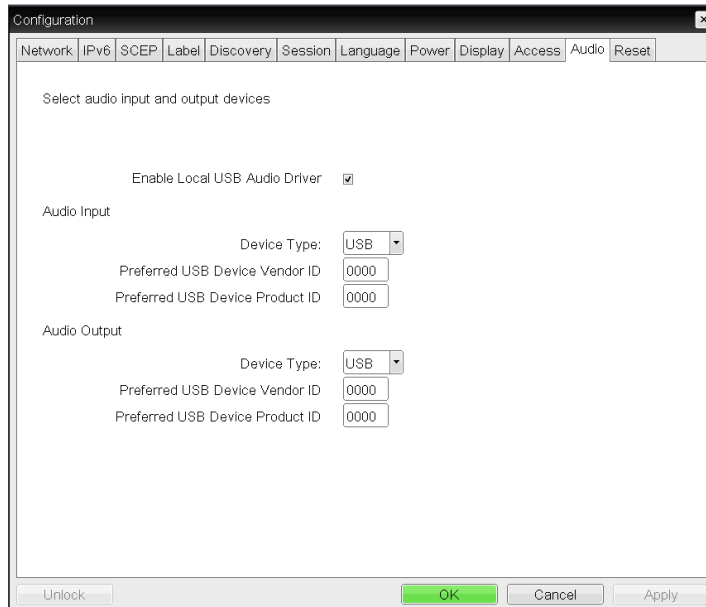
- **Enable Display Cloning**

This feature allows you to display the same screen on two monitors simultaneously while in dual monitor mode.

Audio Tab

Configure the audio settings (e.g., mic and headphones).

Figure 2-13: **Audio** Configuration



- **Enable Local USB Audio Driver**
Sound will play from the internal speakers when playing music found on the server.
 - ▢ **Sound output and connected devices**

Connected devices	Enable Local USB Audio Driver	Device Type	Sound output
USB headphones + earphones	Select (<input checked="" type="checkbox"/>)	USB	USB headphones
USB headphones + earphones	Select (<input checked="" type="checkbox"/>)	Analog	earphone
Earphones only	Deselect (<input type="checkbox"/>)	-	earphone
-	Deselect (<input type="checkbox"/>)	-	Internal speakers

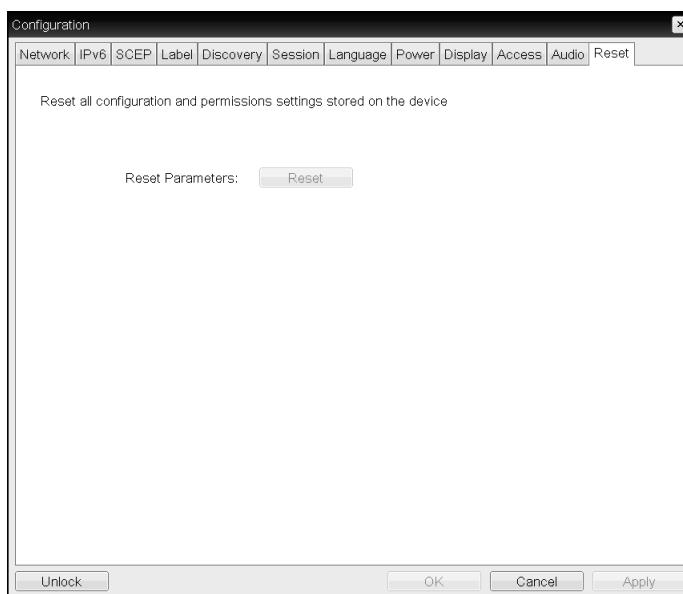
Reset Tab

The **Reset** page lets you reset configuration and permissions to factory default values stored in onboard flash memory.



- Reset can also be initiated using the Administrative Web Interface.
- Resetting parameters to factory default values does not revert the firmware or clear the custom OSD logo.

Figure 2-14: **Reset** Configuration



- **Reset Parameters**

When you click this button, a message will appear prompting you for confirmation. This prevents an accidental reset.

2.4.5 Diagnostics Window

The **Diagnostic** menu contains links to pages with run-time information and functions that may be useful for troubleshooting.



The **Diagnostic** options in the OSD are a subset of those available through the Administrative Web Interface.

- **Event Log**
- **Session Statistics**
- **PCoIP Processor**
- **Ping**

Each tab has a **Close** button to close the window.

Event Log Tab

The **Event Log** page lets you view and clear event log messages from the host or client.

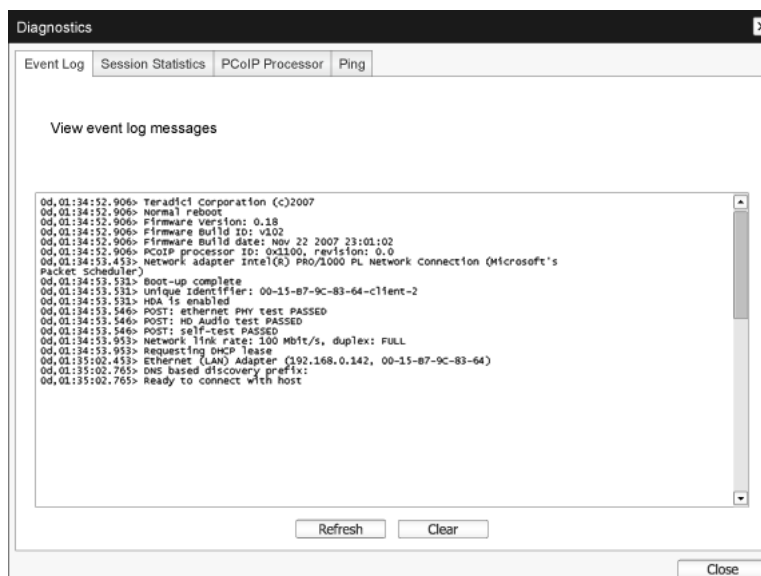
The Administrative Web Interface allows you to change the log filter setting on the device which controls the level of detail of the messages in the log. When you set the filter to "terse", the device will log short and concise messages.

The **Event Log** page allows you to enable and define syslog to collect and report events that meet the IETF standard for logging program messages.



The **Event Log** can also be initiated using the administrative web interface.

Figure 2-15: **Event Log** Configuration



- **View event log messages**

The **View event log messages** field displays log messages with time stamp information. There are two buttons available.

- **Refresh**

Selecting the **Refresh** button refreshes the event log messages displayed.

- **Clear**

Click to delete all event log messages stored on the device.

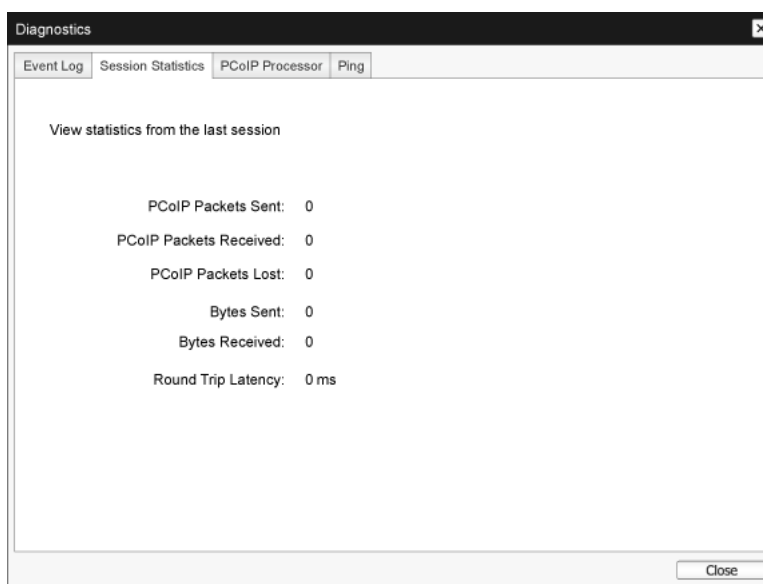
Session Statistics Tab

The **Session Statistics** page lets you view current statistics when a session is active. If a session is not active, you can view the statistics from the last session.



Session Statistics can also be viewed using the administrative web interface.

Figure 2-16: **Session Statistics** Configuration



- **PCoIP Packets Statistics**
 - **PCoIP Packets Sent**
The total number of PCoIP packets sent in the current/last session.
 - **PCoIP Packets Received**
The total number of PCoIP packets received in the current/last session.
 - **PCoIP Packets Lost**
The total number of PCoIP packets lost in the current/last session.
- **Bytes Statistics**
 - **Bytes Sent**
The total number of bytes sent in the current/last session.
 - **Bytes Received**
The total number of bytes received in the current/last session.
- **Round Trip Latency**
The minimum, average, and maximum roundtrip PCoIP system (e.g., host to client and then back to host) and network latency in milliseconds (+/- 1 ms).

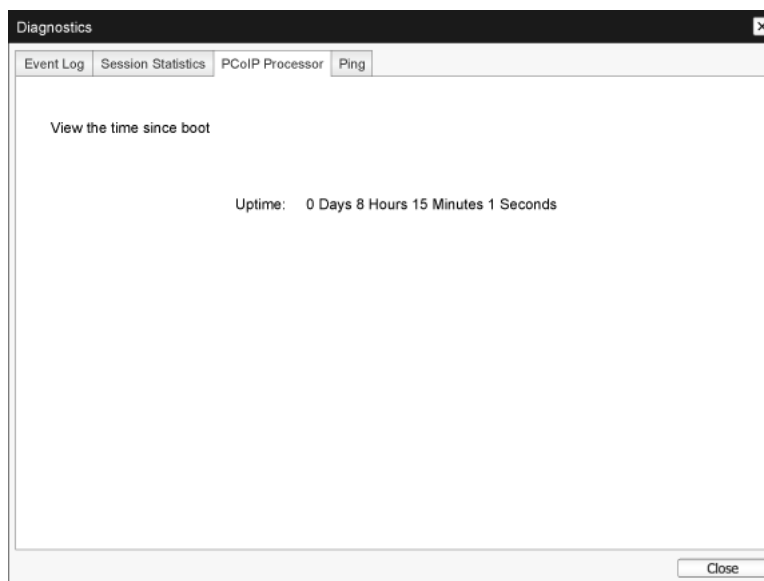
PCoIP Processor Tab

The **PCoIP Processor** page lets you reset the host or client and view the uptime of the client PCoIP processor since the last boot.



The **PCoIP Processor** Uptime can also be viewed in the administrative web interface.

Figure 2-17: **PCoIP Processor** Configuration



Ping Tab

The **Ping** page allows you to ping a device to see if it is reachable across the IP network.

This may help you determine if a host is reachable. As a result of firmware releases 3.2.0 and later forcing the "do not fragment" flag in the ping command, you can use this feature to determine the maximum MTU size.

Figure 2-18: **Ping** Configuration

The screenshot shows a window titled "Diagnostics" with a tabbed interface. The "Ping" tab is selected. The window contains the following elements:

- A title bar with "Diagnostics" and a close button.
- A tabbed interface with tabs for "Event Log", "Session Statistics", "PCoIP Processor", and "Ping".
- A main area with the text "Determine if a host is reachable across the network".
- Configuration fields:
 - Destination:** A text input field.
 - Interval:** A numeric input field set to "1" followed by the text "seconds".
 - Packet Size:** A numeric input field set to "32" followed by the text "bytes".
 - Packets:** A section containing two labels: "Sent: 0" and "Received: 0".
- Buttons at the bottom: "Start", "Stop", and "Close".

- Ping Settings
 - **Destination**
IP Address or FQDN to ping
 - **Interval**
Interval between ping packets
 - **Packet Size**
Size of the ping packet
- **Packets**
 - **Sent**
Number of ping packets transmitted
 - **Received**
Number of ping packets received

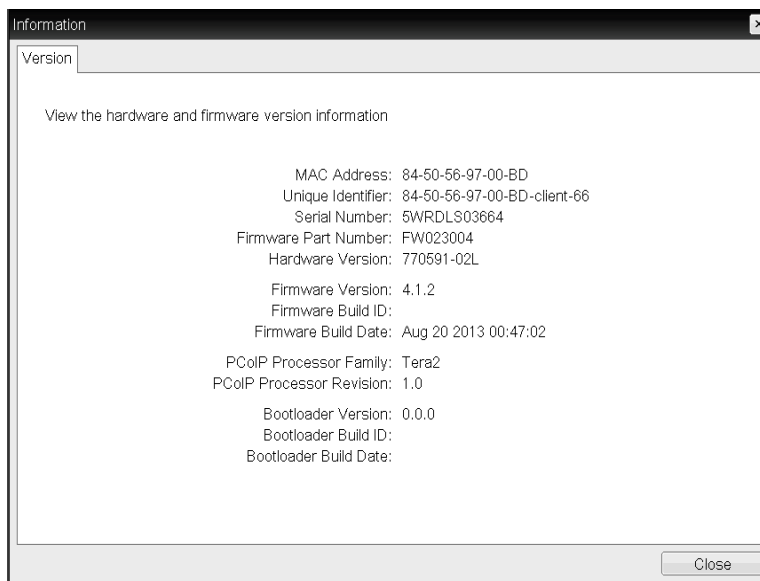
2.4.6 Information Window

The **Information** page lets you see details about the device. The Administrative Web Interface shows version, VPD, and attached device information. The OSD lets you view the device version information.



The **Version** page lets you view the hardware and firmware version details for a device.

Figure 2-19: **Version** Configuration



- VPD Information

Vital Product Data (VPD) is information set by the factory to uniquely identify each Portal or Host.

 - **MAC Address**
Host/client unique MAC address
 - **Unique Identifier**
Host/client unique identifier
 - **Serial Number**
Host/client unique serial number
 - **Firmware Part Number**
Part number of the current firmware
 - **Hardware Version**
Host/client hardware version number
- Firmware Information

The Firmware Information reflects the current PCoIP firmware details.

 - **Firmware Version**
Version of the current firmware
 - **Firmware Build ID**
Revision code of the current firmware

- **Firmware Build Date**

Build date for the current firmware

- **PCoIP Processor Family**

The Tera family name is displayed. Tera is a host processor from **Teradici**.

This product uses a TERA2321 from the newer generation Tera2 host processor family and is displayed as Tera2.

- **PCoIP Processor Revision**

The silicon revision of the PCoIP processor. Revision B of the silicon is denoted by a 1.0.

- **Bootloader Information**

The Bootloader information reflects the current PCoIP bootloader details.

- **Bootloader Version**

Version of the current bootloader

- **Bootloader Build ID**

Revision code of the current bootloader

- **Bootloader Build Date**

Build date of the current bootloader

2.4.7 User Settings Window

The **User Settings** page allows you to access tabs to define the Certificate Checking Mode, the mouse and keyboard settings, PCoIP protocol image quality, and display topology.

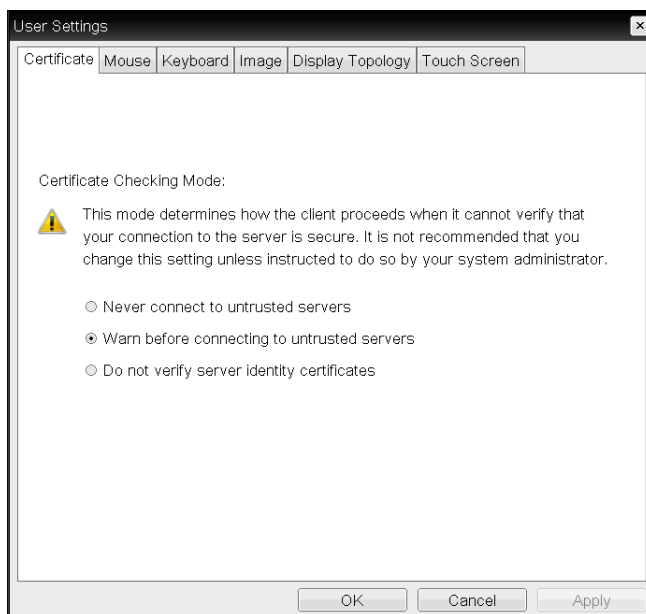
The tabs in the **User Settings** menu are:

- **Certificate**
- **Mouse**
- **Keyboard**
- **Image**
- **Display Topology**
- **Touch Screen**

Certificate Tab

In this tab, select the next steps to take when the security for connection to a server cannot be verified. It is recommended to change this setting only with approval from the system manager.

Figure 2-20: **Certificate** Configuration



- **Never connect to untrusted servers:** Select this option if you do not want to connect to a server that has no certificate or has an untrusted certificate.
- **Warn before connecting to untrusted servers:** Select this option if you want to display a warning prompt before connecting to an untrusted server.
- **Do not verify server identity certificates:** Select this option if you want to permit connections with a server without verifying the server ID certificate.

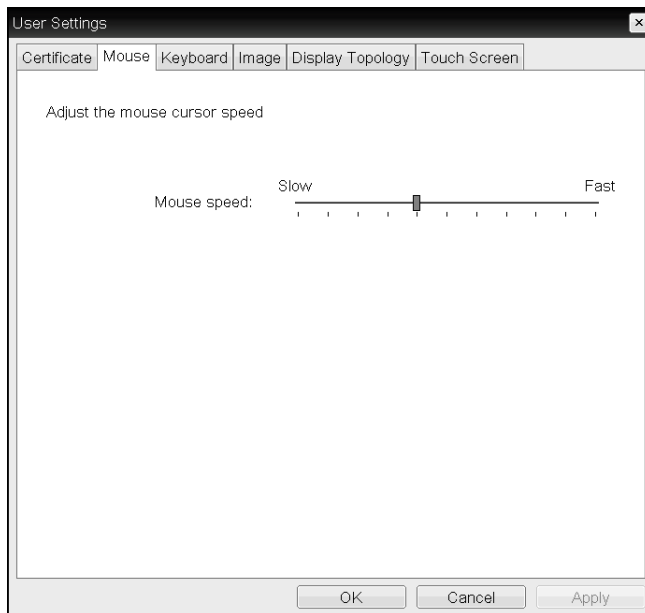
Mouse Tab

The **Mouse** page lets you change the mouse cursor speed settings for the OSD sessions.



The OSD mouse cursor speed setting does not affect the mouse cursor settings when a PCoIP session is active unless the **Local Keyboard Host Driver** function is being used. Refer to the "PCoIP Host Software for Windows User Guide: TER0810001" for more details. This function is only available through the OSD. It is not available in the Administrative Web Interface.

Figure 2-21: **Mouse** Configuration



- **Mouse Speed**

Configure the speed of the mouse cursor.



You can also configure the mouse speed through the PCoIP host software. Refer to the "PCoIP Host Software for Windows User Guide: TER0810001" for more details.

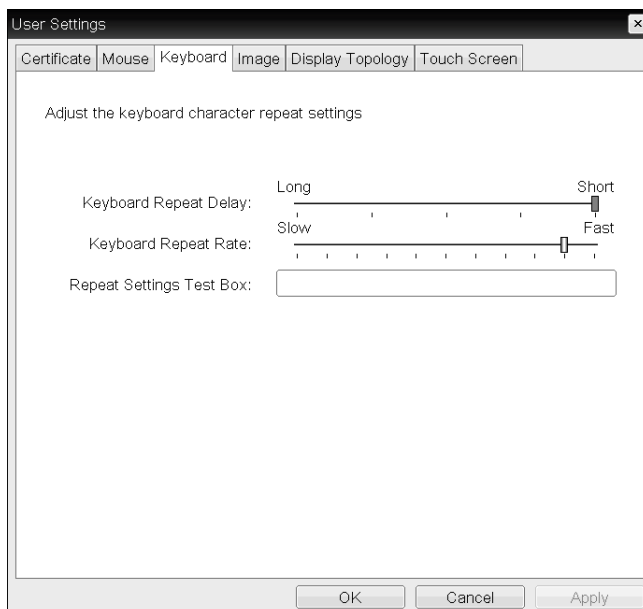
Keyboard Tab

The **Keyboard** page lets you change the keyboard repeat settings for the OSD session.



- The keyboard settings do not affect the keyboard settings when a PCoIP session is active unless the **Local Keyboard Host Driver** function is used. Refer to the "PCoIP Host Software for Windows User Guide: TER0810001" for more details. This setting is only available through the OSD. It does not appear on the Administration Web Interface.
- You can also configure the keyboard repeat settings through the PCoIP host software. Refer to the "PCoIP Host Software for Windows User Guide: TER0810001" for more details.

Figure 2-22: **Keyboard** Configuration

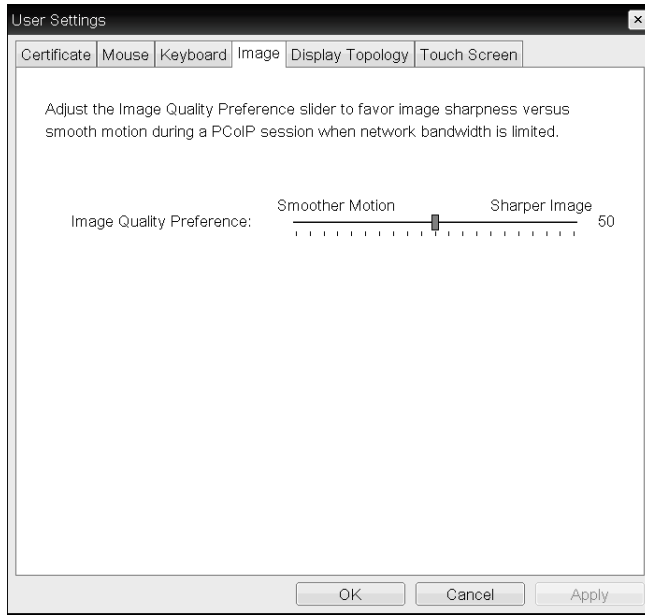


- **Keyboard Repeat Delay**
Lets users configure the client keyboard repeat delay.
- **Keyboard Repeat Rate**
Lets users configure the client keyboard repeat rate.
- **Repeat Settings Test Box**
Lets users test the chosen keyboard settings.

Image Tab

The **Image** page allows you to make changes to the image quality of the PCoIP session.

Figure 2-23: **Image** Configuration



- **Image Quality Preference**

Use the slider to adjust the balance between image sharpness and smooth motion during a PCoIP session when network bandwidth is limited.



This field is also accessible on the host if the PCoIP Host Software is installed. The slider can be found under the **Image** tab of the host software.

Display Topology Tab

To apply the **Display Topology** feature to a PCoIP session between a zero client and a PCoIP host, you must have the PCoIP host software installed on the host. Refer to the "PCoIP Host Software for Windows User Guide: TER0810001" for more details.

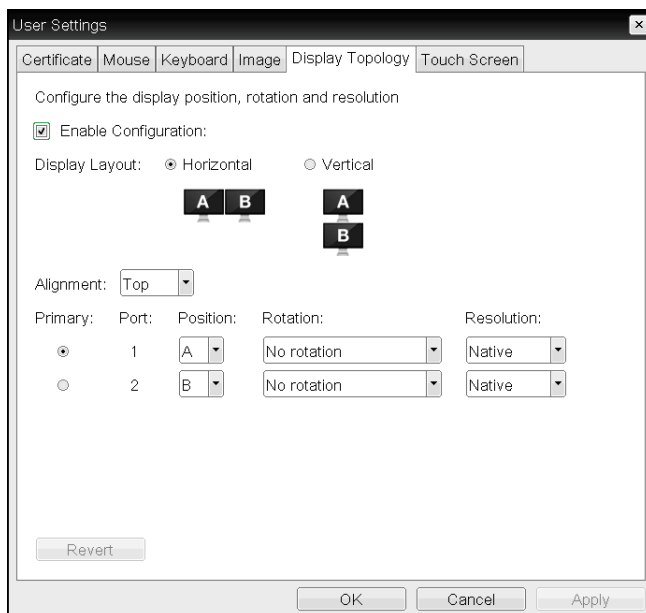


The **Display Topology** tab has no corresponding menu in the Administration Web Interface.

For details about the **Display Topology** feature for a PCoIP session between a host card and a zero client, refer to the "PCoIP Host Software for Windows User Guide: TER0810001".

Always change the **Display Topology** settings using the **Display Topology** tab on the zero client OSD → **Options** → **User Settings interface**.

Figure 2-24: **Display Topology** Configuration



- **Enable Configuration**

The device can be configured with display position, rotation and resolution settings if enabled. The settings are saved when you click **Apply** or **OK** and are applied when the device is reset.

- **Display Layout**

Select whether you want a horizontal or vertical layout for your displays (A and B). This setting should reflect the physical layout of the displays on your desk.

- ▢ **Horizontal:** Select to arrange A and B horizontally, with A located to the left of B.
- ▢ **Vertical:** Select to arrange A and B vertically, with A located above B.



A maximum of two displays can be enabled at the same time.

- **Alignment**

Select how you want displays A and B aligned when they are different sizes.



This setting affects which area of the screen to use when you move the cursor from one display to the other. The alignment options that appear in the drop-down list depend on whether you have selected a horizontal or vertical display layout.

- **Primary**

Configure which DVI port on the zero client that you want as the primary port.



The display that is connected to the primary port becomes the primary display (i.e., the display that contains the OSD menus before you initiate a PCoIP session and the display that is requested for the Windows taskbar after you initiate the session).

- **Port 1:** Select to configure DVI-1 port on the zero client as the primary port.
- **Port 2:** Select to configure DVI-2 port on the zero client as the primary port.

- **Position**

Specify which display is physically connected to **Port 1** and **Port 2**.

- **Rotation**

Configure the rotation of the display in **Port 1** and **Port 2**:

- No rotation
- 90° clockwise
- 180° rotation
- 90° counter-clockwise

- **Resolution**

The display resolution can be configured for a PCoIP session between a virtual machine or host and a zero client. The zero client detects the supported display resolutions of the monitor and populates them to the drop-down menu. By default, the native resolution of the display is used.

- **Revert**

Resets the configurations on this page to their last saved settings.

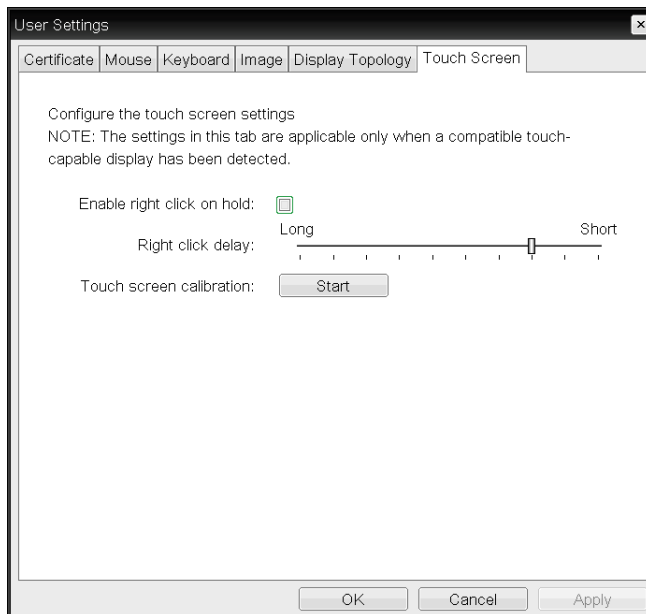
Touch Screen Tab

The **Touch Screen** page allows you to configure and calibrate certain settings of an attached **Elo TouchSystems** touch screen display.



The **Touch Screen** page is only available through the OSD. It is not available in the Administrative Web Interface.

Figure 2-25: **Touch Screen** Configuration



- Enable right click on hold**
 Select this checkbox to allow users to emulate a right-click when they touch the screen and hold it for a few seconds. If disabled, right-click is not supported.
- Right click delay**
 Slide the pointer to a position between Long and Short to determine how long a user must touch and hold the screen to emulate a right-click.
- Touch screen calibration**
 When you first connect the touch screen to the zero client, the calibration program will start. On the touch screen, touch each of the three targets as they appear.
 To test the calibration, run your finger along the monitor and ensure that the cursor follows it. If it is not successful, the calibration program automatically restarts.
 Once calibrated, the coordinates are stored in flash.
 To manually start the calibration program, from the OSD **Touch Screen** page, click **Start**. Follow the onscreen prompts.

2.4.8 Password Window



To use the **Password** function, configure **Options** for the zero client using **PCoIP MC**.

Visit the **Teradici Support Site**: <http://techsupport.teradici.com> for further details.

The **Password** page lets you update the local administrative password for the device.

The Password can be a maximum of 20 characters.



- This parameter affects the Administrative Web Interface and the local **OSD** GUI.
- Take care when updating the client password as the client may become unusable if the password is lost.

Figure 2-26: **Change Password** Configuration


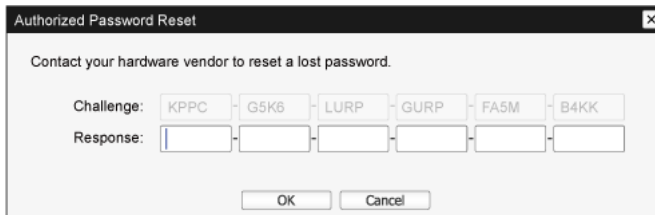
- **Old Password**
This field must match the current administrative password before you can update the password.
 - **New Password**
The new administrative password for both the administrative web interface and the local OSD GUI.
 - **Confirm New Password**
This field must match the **New Password** field for the password to be updated.
 - **Reset**
If the client password is lost, you can click the **Reset** button to request a response code from the client vendor. The challenge code is sent to the vendor.
The vendor qualifies the request and returns a response code if authorized by **Teradici**.
When the response code is correctly entered, the password of the client is set to an empty value.
You must enter a new password.
-  Contact the client vendor for more information when an authorized password reset is required.
This option is not available through the Administrative Web Interface.
It is only available through the OSD.

Figure 2-27: **Authorized Password Reset** Configuration

Authorized Password Reset

Contact your hardware vendor to reset a lost password.

Challenge: KPPC G5K6 LURP GURP FA5M B4KK

Response: [] [] [] [] [] []

OK Cancel



Details on how to use PCoIP are subject to change without notice.

To view the latest information, visit the Teradici website at <http://www.teradici.com>.

2.4.9 Wake On LAN

This feature allows you to power on the product by sending a pre-determined command from an external system to the product over a network.

Make sure the network is capable of data communication with the PC that sends the command to the product. Ensure you have a program that can generate **Wake on LAN** signals.



- Make sure a power supply is always connected to ensure the feature works when the product is turned off.
- The feature is intended to power on the product. (It does not support the function to power off the product.)

Configuring the settings

- 1 Set the product and PC IP addresses to enable the product to connect to the PC over a network.
- 2 Enter the IP address set for the product in the URL address field on the PC to access the product administrative web page.
- 3 To change the power settings, log in (**Log In**) and select **Configuration** → **Power**.
- 4 Configure the settings to suit the environment in which the product is used. (See the image below.)

PCoIP™

Power

Change the power settings

OSD Screen-Saver Timeout: Seconds (0 = disabled)

Display Suspend Timeout: Seconds (0 = disabled)

Auto Power-Off Timeout: Seconds (0 = disabled)

Remote Host Power Control:

Power On After Power Loss: ☒

Enable Wake-on-USB: ☐

Enable Wake-on-LAN: ☒

2.4.10 Wake on USB

If you turn off the power after activating **Wake On USB** on the product administrative web page, the system switches to standby mode.

The **Wake on USB** feature switches the system from standby mode to normal mode if a change to the keyboard or mouse input is detected.



Changes include clicking a mouse button or pressing a key on the keyboard.

Configuring the settings

- 1 Set the product and PC IP addresses to enable the product to connect to the PC over a network.
- 2 Enter the IP address set for the product in the URL address field on the PC to access the product administrative web page.
- 3 To change the power settings, log in (**Log In**) and select **Configuration** → **Power**.
- 4 Configure the settings to suit the environment in which the product is used. (See the image below.)

PCoIP™

Power

Change the power settings

OSD Screen-Saver Timeout: 0 Seconds (0 = disabled)

Display Suspend Timeout: 0 Seconds (0 = disabled)

Auto Power-Off Timeout: 0 Seconds (0 = disabled)

Remote Host Power Control: Hard Power-off only

Power On After Power Loss: ☒

Enable Wake-on-USB: ☒

Enable Wake-on-LAN: ☐

Apply Cancel

2.4.11 OSD Logo Upload

Using the **OSD Logo Upload** page, change the logo displayed on the **Teradici OSD**.

Configuring the settings

- 1 Set the product and PC IP addresses to enable the product to connect to the PC over a network.
- 2 Enter the IP address set for the product in the URL address field on the PC to access the product administrative web page.
- 3 Log in (**Log In**) and select **Upload** → **OSD Logo**. The **OSD Logo Upload** page appears. (See the image below.)
- 4 Select a new file to replace the logo and press **Upload**.



Make sure the OSD logo file is a 24bpp Bitmap file that does not exceed 256 x 64 pixels.

OSD Logo Upload

Upload an OSD logo to be displayed on the local GUI (client only)

The OSD logo must be a **24bpp bitmap** that does not exceed **256 pixels by 64 pixels**. Any other images will be displayed incorrectly, or not at all.

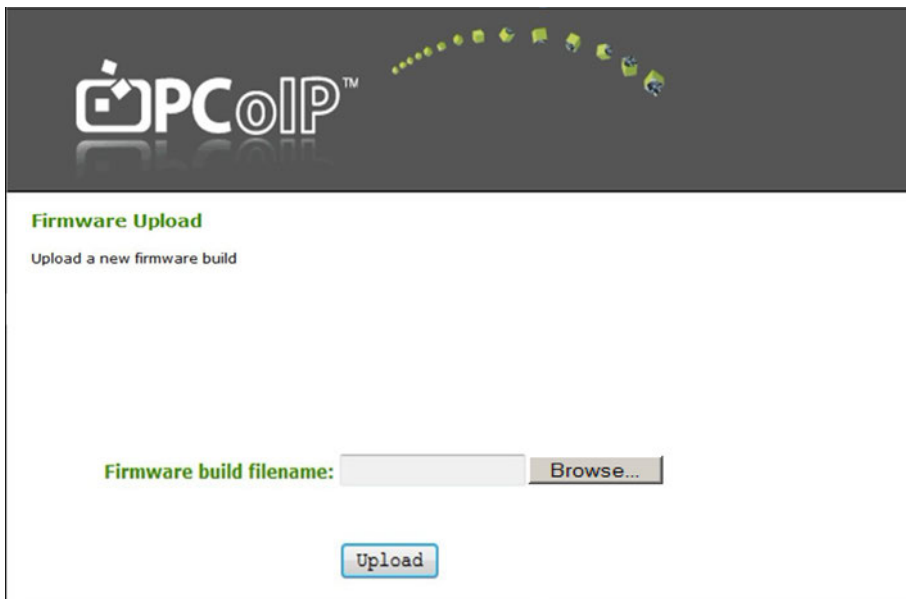
OSD logo filename:

2.4.12 Firmwre Update

Using the **Firmwre Update** page, change the **Teradici Firmware**.

Configuring the settings

- 1 Set the product and PC IP addresses to enable the product to connect to the PC over a network.
- 2 Enter the IP address set for the product in the URL address field on the PC to access the product administrative web page.
- 3 Log in (**Log In**) and select **Upload** → **Firmware**. The **Firmware Upload** page appears. (See the image below.)
- 4 Select a **Firmware** to replace the logo and press **Upload**.
- 5 Once upload is complete, the **Reset** button appears. Click the **Reset** button to reboot the client. Go to **Options** → **Information**, and view the **Firmware Version** information.



PCoIP™

Firmware Upload
Upload a new firmware build

Firmware build filename:

3.1 Requirements Before Contacting Samsung Customer Service Center

3.1.1 Check the following.

Installation issue

Issues	Solutions
The product cannot power on.	Check that the power cable is connected properly. (Refer to "2.2.7 Connecting the Power")

Sound issue

Issues	Solutions
There is no sound.	Check the connection of the audio cable or adjust the volume.
	Check the volume.
The volume is too low.	Adjust the volume.
	If the volume is still low after turning it up to the maximum level, adjust the volume in the audio settings program.

4.1 General

Model Name		NX-N2
Power Supply		AC 100 to 240 VAC (±10%)
Video signal		DP OUT x 1 EA, DVI-I OUT x 1 EA
Supported protocol		PCoIP
Speaker		4Ω, 2.0 W, Mono
Dimensions (W x H x D) / Weight	With cradle	Vertical Type: 115.0 x 157.5 x 126.4 mm / 425 g 4.53 x 6.2 x 4.98 inches / 0.94 lbs Horizontal Type: 150.0 x 38.3 x 126.4 mm / 425 g 5.91 x 1.51 x 4.98 inches / 0.94 lbs
	Without cradle	150.0 x 30.4 x 126.4 mm / 390 g 5.91 x 1.2 x 4.98 inches / 0.86 lbs
	Cradle	115.0 x 12.6 x 115.0 mm / 35 g 4.53 x 0.5 x 4.53 inches / 0.08 lbs
USB		USB 2.0 x 6 EA (4 ports at Front, 2 port at Back 2 port at front and all port at back are connected via USB HUB)
Environmental considerations	Operating	Temperature: 50°F ~ 104°F (10°C ~ 40°C) Humidity: 10 % – 80 %, non-condensing
	Storage	Temperature: -4°F ~ 113°F (-20°C ~ 45°C) Humidity: 5 % – 95 %, non-condensing



The above specifications are subject to change without notice to improve quality.



This device is a Class A digital apparatus.

(USA only)

Dispose unwanted electronics through an approved recycler.

To find the nearest recycling location, go to our website:

www.samsung.com/recyclingdirect or call, (877) 278 - 0799

4.2 Power consumption

PowerSaver	Normal operation mode		Stand by (Wake On USB)	Power off
	Typical	Rating		
Power lamp	On		Off	Off
Power Consumption	Less than 7 W	Less than 30 W	Less than 1.1 W	Less than 0.4 W



- The power consumption level can vary in different operating conditions or when settings are changed.
- To reduce the power consumption to 0 watts, disconnect the power cable. Be sure to disconnect the power cable when you will not be using the product for an extended period of time. To reduce the power consumption to 0 watts when the power switch is not available, disconnect the power cable.

Contact SAMSUNG WORLD WIDE

Web site: www.samsung.com/displaysolutions



If you have any questions or comments relating to Samsung products, please contact the SAMSUNG customer care center.

NORTH AMERICA	
U.S.A	1-800-SAMSUNG (726-7864)
CANADA	1-800-SAMSUNG (726-7864)
LATIN AMERICA	
ARGENTINE	0800 333 3733
BOLIVIA	800-10-7260
BRAZIL	0800-124-421 (Demais cidades e regiões) 4004-0000 (Capitais e grandes centros)
CHILE	800-SAMSUNG (726-7864)
COLOMBIA	01 8000 112 112 Bogotá 600 12 72
COSTA RICA	0-800-507-7267
DOMINICA	1-800-751-2676
ECUADOR	1-800-10-7267
EL SALVADOR	800-6225
GUATEMALA	1-800-299-0013
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PANAMA	800-7267
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PERU	0-800-777-08
PUERTO RICO	1-800-682-3180
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URUGUAY	000 405 437 33
VENEZUELA	0-800-100-5303

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AUSTRIA	0810 - SAMSUNG (7267864, € 0.07/min)
BELGIUM	02-201-24-18
BOSNIA	051 331 999
BULGARIA	07001 33 11, share cost tariff
CROATIA	062 SAMSUNG (062 726 786)
CYPRUS	8009 4000 only from landline
CZECH	800 - SAMSUNG (800-726786) Samsung Electronics Czech and Slovak, s.r.o. V Parku 2343/24, 148 00 - Praha 4
DENMARK	70 70 19 70
EIRE	0818 717100
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FRANCE	01 48 63 00 00
GERMANY	0180 6 SAMSUNG bzw. 0180 6 7267864* (*0,20 €/Anruf aus dem dt. Festnetz, aus dem Mobilfunk max. 0,60 €/Anruf)
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VIETNAM	1800 588 889

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BAHRAIN	8000-4726
EGYPT	08000-726786
IRAN	021-8255
JORDAN	0800-22273 06 5777444
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DRC	499999

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KENYA	0800 545 545
NAMIBIA	08 197 267 864
NIGERIA	0800-726-7864
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RWANDA	9999
SENEGAL	800-00-0077
SOUTH AFRICA	0860 SAMSUNG (726 7864)
SUDAN	1969
TANZANIA	0685 88 99 00
UGANDA	0800 300 300
ZAMBIA	0211 350370

Responsibility for the Pay Service (Cost to Customers)



When the service is requested, in spite of in warranty, we may charge you for a visit from a service technician in the following cases.

Not a product defect

Cleaning of the product, Adjustment, Explanation, Re-installation and etc.

- If a service technician gives instructions on how to use product or simply adjusts options without disassembling product.
- If a defect is caused by external environmental factors (Internet, Antenna, Wired Signal, etc.).
- If a product is reinstalled or devices are connected additionally after installing the purchased product for the first time.
- If a product is reinstalled to move to a different spot or to move to a different house.
- If customer requests instructions on how to use because of another company's product.
- If customer requests instructions on how to use the network or another company's program.
- If customer requests software installation and setup for the product.
- If a service technician removes/cleans dusts or foreign materials inside of the product.
- If customer requests an installation additionally after purchasing a product through home-shopping or online.

A Product damage caused by customer's fault

Product damage caused by customer's mishandling or wrong repair.

If a product damage is caused by;

- external impact or drop.
- use of supplies or separately sold product unspecified by Samsung.
- repair from a person besides an engineer of outsourcing service company or partner of Samsung Electronics Co., Ltd.
- remodeling or repairing the product by customer.
- using it with incorrect voltage or non-authorised electrical connections.
- not following the "cautions" in User Manual.

Others

- If product fails by natural disaster (lightning, fire, earthquake, flood damage, etc).
- If consumable components are all used up (Battery, Toner, Fluorescent lights, Head, Vibrator, Lamp, Filter, Ribbon, etc.).



If customer requests a service in case the product has no defect, service fee may be charged.
So please read User Manual first.

Correct Disposal

Correct Disposal of This Product (Waste Electrical & Electronic Equipment)



(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

Correct disposal of batteries in this product



(Applicable in countries with separate collection systems)

This marking on the battery, manual or packaging indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66.

If batteries are not properly disposed of, these substances can cause harm to human health or the environment. To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them through your local, free battery return system.

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